

CHAPTER FOURTEEN—ADMINISTRATIVE POLICIES AND PROCEDURES

FILE RETENTION – CLOSED FILES PROCEDURE (11/1/06)

When/how files should be maintained

1. Files should be kept for two years plus the current year (using calendar year).
2. Files should be boxed and dated

How files should be destroyed

1. The regional office should locate and contract with a shredder service from within the area.
2. The Central Office and Region II should use the State Office shredder service provided by the agency.

FILE RETENTION – OPEN FILES OR CLOSED FILE EXCEPTIONS

What files should be maintained

1. Current, open files
 2. Facilities that have had their licenses revoked
 3. Facilities that have appealed a negative action
 4. All old volumes of a facility until that is closed
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BUMP-UP PROCEDURE (11/1/06)

When regulatory issues are unclear, the regional offices may use the following procedure to clarify issues:

1. Licensing Specialist and Regional Supervisor staff the case.
 2. Specifics of the situation and a recommendation for resolution are sent to Central Office on Form #_____.
 3. Central Office will staff the case.
 4. If Central Office agrees with recommendation of Regional Supervisor, the recommendation will be sent to the Director of Child Care Regulatory Services for approval.
 5. If Central Office does not agree with the recommendation of the Regional Supervisor, the issue will be returned to the Regional Office for further study.
 6. Resolved issues will be included in the Operating Manual for future reference.
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MEDIA/LEGISLATIVE REQUESTS (11/1/06)

All media/legislative requests that come in through the Regional Offices should be referred through the Director of Child Care Licensing & Regulatory Services. If the Director is unavailable, then the request(s) should be referred to the DSS Office of Constituent Affairs (803-898-7858).

FREEDOM OF INFORMATION ACT REQUESTS (11/1/06)

The Freedom of Information Act allows the public to obtain documents and records kept by state and local jurisdictions.

1. All FOIA requests must enter through Office of General Counsel as they are time sensitive and must be responded to within 15 days.

If the Regional Supervisor receives a written request under the Freedom of Information Act, s/he should notify the Central Office (the Director or designee) immediately. Director (or designee) will notify the legal office as well as Office of Constituent Services (Marilyn Matheus). Once the Regional Supervisor is notified by the legal office, the regional staff will have five (5) working days to prepare the case for legal review.

2. The Licensing Specialist must review the entire case record to remove children's names from the following:

- Medical forms
- Case forms
- Complaints
- Reports
- Any other documents that contain children's names

The information listed above may be removed by using a permanent black marker after the case file has been copied.

3. The following information on child care staff must be kept confidential:

- Medical forms
- Criminal background record (fingerprints, SLED, etc.)
- Documentation on children
- Social Security Numbers (transcripts)
- Consent to Release forms (2924s)

4. A second (2nd) review of the case file should be performed by the Regional Supervisor. All information requested under the Freedom of Information Act should be sent to the DSS legal representative by the fifth (5th) day after receipt of the request to allow time for legal review of the file. The legal staff will then provide a copy of the file to the requestor.

PENDING STATUS OF 2924's (11/1/06)

1. When a Central Registry Check (2924) is pending, Licensing Specialist is notified of that status when form is returned to Regional Office.
 2. The 2924 is returned to the provider noting the need for additional processing time.
 3. A re-check of the 2924 is performed by the Central Office within 30-60 days and results sent to Licensing Specialist.
 4. Due to confidentiality laws, no information regarding pending status of employee may be discussed with director/owner/staff of facility.
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PROCEDURES REGARDING FEES (12/1/06)

DHEC Inspection Fee

- 1) 2905 arrives with check
- 2) Date stamp original 2905 form (not check)
- 3) Complete the bottom of the 2905
- 4) Copy the check and 2905
- 5) Mail original and check to DHEC

2924 Fees- Same Basic Steps

- 1) Copy checks
- 2) Enter into log
- 3) Forward to Finance

ALR Fees

- 1) Copy checks
 - 2) Enter into log
 - 3) Forward to Finance
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